

DOCKET NO. 1999-050-C - ORDER NO. 1999-371

IN RE: Application of ALLTEL Communications, Inc. for a Certificate of Public Convenience and Necessity to Operate as a Provider of Local Exchange Telecommunications Services within the State of South Carolina.) ORDER APPROVING)
) EXPEDITED REVIEW)
) AND GRANTING)
) CERTIFICATE TO)
) PROVIDE LOCAL)
) EXCHANGE SERVICES)

By letter, the Commission's Executive Director instructed ACI to file a prepared Notice of Filing in newspapers of general circulation in the areas of the state affected by the Application. The purpose of the Notice of Filing was to inform interested parties of the manner and time in which to file the appropriate pleadings for participation in the

proceedings. ACI complied with this instruction and provided the Commission with proof of publication of the Notice of Filing. The Commission received no Petitions to Intervene concerning ACI's Application.

On February 8, 1999, counsel for ACI filed with the Commission a Stipulation with the South Carolina Telephone Coalition (SCTC) in which ACI stipulated that it would only seek authority in non-rural local exchange ("LEC") service areas of South Carolina and that it would not provide any local service to any customer located in a rural incumbent's service area, unless and until ACI provided written notice of its intent prior to the date of the intended service. ACI also stipulated that it was not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas. ACI agreed to abide by all State and Federal laws and to participate to the extent it may be required to do so by the Commission in support of universally available telephone service at affordable rates. The Stipulation is approved and attached as Order Exhibit 1.

On April 29, 1999, ACI filed its request for expedited review of its Application. With its request for expedited review, ACI submitted the verified testimony of Darrell L. Mennenga, Staff manager – State Regulatory Matters of ACI. The purpose of Mennenga's testimony was to describe the service ACI proposes to provide, to describe the geographic area ACI seeks to serve, and to demonstrate that ACI possesses sufficient technical, financial, and managerial resources to provide local exchange telecommunications services within the State of South Carolina.

The Commission, in its regularly scheduled Commission Meeting on May 4, 1999, considered ACI's request for expedited review. The Commission recognizes that ACI is

presently certified to operate as a reseller of interexchange services in South Carolina having been granted that authority by Order No. 96-424 (dated June 20, 1996) in Docket No. 95-053-C. As no opposition to ACI's Application or request for expedited review was received, the Commission will grant ACI's Motion for expedited review and will consider ACI's Application in the Commission Meeting with court reporter present. The Commission's discussion and deliberation in the presence of a court reporter and with verified testimony of the witness will be deemed a hearing for the purposes of consideration of the Application.

DISCUSSION

S.C. Code Ann. § 58-9-280 (Supp. 1998) provides that the Commission may grant a certificate to operate as a telephone utility...to applicants proposing to furnish local telephone service in the service territory of an incumbent LEC.

After full consideration of the applicable law, ACI's application, the Motion for Expedited Review of the Application, and evidence submitted by ACI, the Commission finds and concludes that the Certificate sought by ACI should be granted. The Commission's determination is based on the following criteria as provided in S.C. Code Ann. § 58-9-280 (Supp. 1998) and the evidence submitted in support of the motion which relates to that criteria:

1. The Commission finds that ACI possesses the technical, financial, and managerial resources sufficient to provide the services requested. S.C. Code Ann. § 58-9-280(B)(1) (Supp. 1998). Mr. Mennenga's testimony reveals that ACI is a Delaware Corporation formed in 1995 and is a subsidiary of ALLTEL Corporation, Inc. ACI is

certified as a CLEC in the states of Arkansas, Florida, North Carolina, and Virginia and has applications pending in several other states. The Application reveals that ACI received authority to operate as a reseller of interexchange telecommunications services in South Carolina by Order No. 96-424, dated June 20, 1996, in Docket No. 95-053-C. According to witness Mennenga, ACI is now seeking to expand its service offerings to include authority to provide any and all telecommunications services legally permissible to local exchange providers using facilities to be owned or leased by ACI.

Mr. Mennenga stated that ACI management has extensive experience in providing telecommunications services, including local exchange service. Mr. Mennenga offered that ACI's officers have extensive experience in the telecommunications industry and offered that the experience of ACI's parent company in providing local exchange service in fourteen states demonstrates that ACI has access to adequate technical and managerial resources to perform the services for which ACI seeks authority by this Application. Mr. Mennenga also stated his opinion that ACI is a financially sound company.

Based on the undisputed testimony of witness Mennenga, the Commission finds that ACI possesses the technical, financial, and managerial resources sufficient to provide the services requested.

2. The Commission finds that ACI will provide services which will meet the service standards of the Commission. S.C. Code Ann. § 58-9-280(B) (Supp. 1998). The Application states that ACI agrees to abide by all applicable and lawful statutes, and orders, rules and regulations of the Commission. Mr. Mennenga also stated that the service provided by ACI will meet all service standards as required by the Commission. Based on

the undisputed evidence of record, the Commission believes, and so finds, that ACI will provide telecommunications services that will meet the service standards of the Commission.

3. The Commission finds that ACI's "provision of service will not adversely impact the availability of affordable local exchange service." S.C. Code Ann. § 58-9-280(B)(3) (Supp. 1998). Witness Mennenga's testimony reveals that ACI believes that approval of its Application will not adversely impact the availability of affordable local exchange service in South Carolina and that approval of the Application will further the public interest by enhancing competition by offering additional service options and high service quality to consumers. Therefore, based on the undisputed evidence of record, the Commission finds that provision of local exchange services by ACI will not adversely impact affordable local exchange service.

4. The Commission finds that ACI will support universally available telephone service at affordable rates. S.C. Code Ann. § 58-9-280(B)(4) (Supp. 1998). ACI agreed in the Stipulation with the SCTC to participate in the support of universally available telephone service at affordable rates as required by State and Federal laws and as required by the Commission's Rules and Regulations. Further, Mr. Mennenga stated that ACI will participate in the support of universally available telephone service at affordable rates to the extent required by the Commission. Based on the undisputed evidence of record, the Commission finds that ACI will participate in support of universally available telephone service at affordable rates.

5. The Commission finds that the provision of local exchange service by ACI "does not otherwise adversely impact the public interest." S.C. Code Ann. § 58-9-280(B)(5) (Supp. 1998). Mr. Mennenga offered testimony that the approval of ACI's application will benefit South Carolina customers by enhancing competition in the state. Mr. Mennenga also offered that increased competition provides benefit to the consumers by providing additional service options and high service quality. Therefore, the Commission finds that approval of ACI's Application to provide local exchange service "does not otherwise adversely impact the public interest." S.C. Code Ann. § 58-9-280(B)(5) (Supp. 1998).

Therefore, based on the findings above, the Commission finds and concludes that a Certificate of Public Convenience and Necessity to provide local exchange telecommunications services within the State of South Carolina, and subject to the Stipulation with the SCTC, should be granted to ACI.

6. Title 23, Chapter 47, South Carolina Code of Laws Ann., governs the establishment and implementation of a "Public Safety Communications Center," which is more commonly known as a "911 system" or "911 service." Services are available through a 911 system to include law enforcement, fire, and emergency medical services. In recognition of the necessity of quality 911 services being provided to the citizens of South Carolina, the Commission hereby instructs ACI to contact the appropriate authorities regarding 911 service in the counties and cities where the Company will be operating. Contact with the appropriate 911 service authorities is to be made before beginning telephone service in South Carolina. Accompanying this Order is an information packet from the South Carolina Chapter of the National Emergency Number

Association (“SC NENA”) with contact information and sample forms. The Company may also obtain information by contacting the E911 Coordinator at the Office of Information Resources of the South Carolina Budget and Control Board. By this Order and prior to providing services within South Carolina, ACI, shall contact the 911 Coordinator in each county, as well as the 911 Coordinator in each city where the city has its own 911 system, and shall provide information regarding the Company’s operations as required by the 911 system.

IT IS THEREFORE ORDERED THAT:

1. The Application of ACI for a Certificate of Public Convenience and Necessity to provide competitive intrastate local exchange services within the State of South Carolina is approved. ACI is hereby authorized to provide competitive local exchange services in these areas in South Carolina. The terms of the Stipulation between ACI and SCTC are approved, and adopted as a portion of this Order. Any proposal to provide such service to rural service areas is subject to the terms of the Stipulation.
2. ACI shall file, prior to offering local exchange service in South Carolina, a final tariff of its service offerings conforming to all matters discussed with the Staff, and comporting with South Carolina law in all matters.
3. ACI shall, in compliance with Commission regulations, designate and maintain an authorized utility representative who is prepared to discuss, on a regulatory level, customer relations (complaint) matters, engineering operations, and tests and repairs. In addition, ACI shall provide to the Commission in writing the name of the authorized representative to be contacted in connection with general management duties as well as

emergencies which occur during non-office hours. ACI shall file with the Commission the names, addresses, and telephone numbers of those representatives within thirty (30) days of receipt of this Order. (Attachment A shall be utilized for the provision of this information to the Commission.) Further, ACI shall promptly notify the Commission in writing if the representatives are replaced.

4. ACI is directed to comply with all Commission regulations unless expressly waived by the Commission.

5. ACI shall conduct its business in compliance with Commission decisions and Orders, both past and future, including but not limited to, any and all Commission decisions which may be rendered in Docket No. 96-018-C regarding local competition.

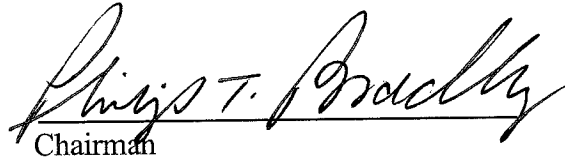
6. ACI's local telecommunications services shall be regulated in accordance with the principles and procedures established for flexible regulation first granted to NewSouth Communications by Order No. 98-165 in Docket No. 97-467-C. Specifically, for its local service offerings, the Commission adopts a rate design for ACI's local service offerings which permits ACI to file its schedule of maximum rates along with a price list reflecting the actual prices being charged.

With regard to ACI's local exchange service tariff filings, ACI's local exchange service tariff filings shall be presumed valid upon filing, subject to the Commission's right within thirty (30) days to institute an investigation of the tariff filing. If the Commission institutes an investigation of a tariff filing, then the tariff filing will be suspended until further Order of the Commission. Further, any such tariff filings will be subject to the same monitoring process as similarly


situated competitive local exchange carriers. This is the regulatory process first adopted for NewSouth Communications in Order No. 98-165 in Docket No. 97-467-C and which has been subsequently approved for other competitive local exchange carriers and referred to as “flexible regulation.” The Commission believes that this process will allow ACI, as a competitive local exchange carrier, the flexibility to compete in the marketplace but will also allow for protection of the consumer through the Commission’s investigate process.

7. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director

(SEAL)

DOCKET NO. 1999-050-C - ORDER NO. 1999-371

JUNE 1, 1999

ATTACHMENT A

**INFORMATION OF THE AUTHORIZED UTILITY
REPRESENTATIVES FOR INTEREXCHANGE, LOCAL
AND AOS COMPANIES**

PURSUANT TO SOUTH CAROLINA PUBLIC SERVICE COMMISSION
REGULATION 103-612.2.4(b), each utility shall file and maintain with the Commission
the name, title, address, and telephone number of the persons who should be contacted in
connection with Customer Relations/Complaints.

Company Name/DBA Name

Business Address

City, State, Zip Code

Authorized Utility Representative (Please Print or Type)

Telephone Number

Fax Number

E-Mail Address

This form was completed by Signature

If you have any questions, contact the Consumer Services Department at 803-896-5230

BEFORE
THE PUBLIC SERVICE COMMISSION
OF
SOUTH CAROLINA

Docket No. 1999-050-C

Re: Application of ALLTEL Communications, Inc. for a Certificate)
of Public Convenience and Necessity to Provide Local Exchange)
Telecommunications Services in the State of South Carolina) **STIPULATION**
)
)
_____)

The South Carolina Telephone Coalition ("SCTC") (see attachment "A" for list of companies) and ALLTEL Communications, Inc. ("ALLTEL") hereby enter into the following stipulations. As a consequence of these stipulations and conditions, the necessity for SCTC's intervention in this matter is avoided and SCTC withdraws its opposition to ALLTEL's Application. SCTC and ALLTEL stipulate and agree as follows:

1. SCTC does not oppose the granting of a statewide Certificate of Public Convenience and Necessity to ALLTEL, provided the South Carolina Public Service Commission ("Commission") makes the necessary findings to justify granting of such a certificate, and provided the conditions contained within this stipulation are met.

2. ALLTEL stipulates and agrees that any Certificate which may be granted will authorize ALLTEL to provide service only to customers located in non-rural local exchange company ("LEC") service areas of South Carolina, except as provided herein.

3. ALLTEL stipulates that it is not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas.

4. ALLTEL stipulates and agrees that it will not provide any local service, by its own facilities or otherwise, to any customer located in a rural incumbent LEC's service area, unless and until ALLTEL provides such rural incumbent LEC and the Commission with written notice of its intent to do so at least thirty (30) days prior to the date of the intended service. During such notice period, the rural incumbent LEC will have the opportunity to petition the Commission to exercise all rights afforded it under Federal and State law. Also, ALLTEL acknowledges that the Commission may suspend the intended date for service in rural LEC territory for ninety (90) days while the Commission conducts any proceeding incident to the Petition or upon the Commission's own Motion, provided that the Commission can further suspend the implementation date upon showing of good cause.

5. ALLTEL stipulates and agrees that if, after ALLTEL gives notice that it intends to serve a customer located in a rural incumbent LEC's service area, the Commission receives a Petition from the rural incumbent LEC to exercise its rights under Federal or State law, or the Commission institutes a proceeding of its own, then ALLTEL will not provide service to any customer located within the service area in question without prior and further Commission approval.

6. ALLTEL acknowledges that any right which it may have or acquire to serve a rural telephone company service area in South Carolina is subject to the conditions contained

herein, and to any future policies, procedures, and guidelines relevant to such proposed service which the Commission may implement, so long as such policies, procedures, and guidelines do not conflict with Federal or State law.

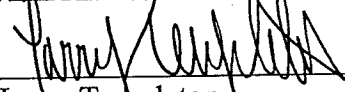
7. The parties stipulate and agree that all rights under Federal and State law are reserved to the rural incumbent LECs, and this Stipulation in no way suspends or adversely affects such rights, including any exemptions, suspensions, or modifications to which they may be entitled.

8. ALLTEL agrees to abide by all State and Federal laws and to participate, to the extent it may be required to do so by the Commission, in the support of universally available telephone service at affordable rates.

9. ALLTEL hereby amends its application and its prefiled testimony in this docket to the extent necessary to conform with this Stipulation.

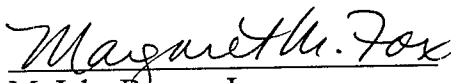
AGREED AND STIPULATED to this 25th day of January, 1999.

ALLTEL Communications, Inc.



Larry Templeton
Director – Local Exchange Products
Little Rock, Arkansas

South Carolina Telephone Coalition:

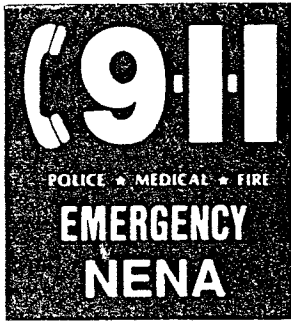


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McNair Law Firm, P.A.
Post Office Box 11390
Columbia, South Carolina 29201
(803) 799-9800

Attorneys for the South Carolina
Telephone Coalition

ATTACHMENT A
South Carolina Telephone Coalition Member Companies
for Purposes of Local Service Stipulation

ALLTEL South Carolina, Inc.
Bluffton Telephone Company, Inc.
Chesnee Telephone Company
Chester Telephone Company
Farmers Telephone Cooperative, Inc.
Ft. Mill Telephone Company
Hargray Telephone Company, Inc.
Heath Springs Telephone Company Inc.
Home Telephone Company, Inc.
Horry Telephone Cooperative, Inc.
Lancaster Telephone Company
Lockhart Telephone Company
McClellanville Telephone Company
Norway Telephone Company
Palmetto Rural Telephone Cooperative, Inc.
Piedmont Rural Telephone Cooperative, Inc.
Pond Branch Telephone Company
Ridgeway Telephone Company
Rock Hill Telephone Company
Sandhill Telephone Cooperative, Inc.
St. Stephen Telephone Company
West Carolina Rural Telephone Cooperative, Inc.
Williston Telephone Company



NENA

National
Emergency
Number
Association

South Carolina Chapter

October 1, 1998

To: Telephone Companies New to South Carolina

In an effort to continue providing quality emergency services to the citizens of South Carolina, the SC NENA (National Emergency Number Association) requests that before beginning telephone service in a county, you contact the 911 Coordinator in that county. This will allow both parties to obtain important information about providing 911 services in that county. If you have already begun service, then contact the coordinator as soon as possible.

A list of County 911 Coordinators is provided with this letter. A list is also maintained on the South Carolina E911 homepage at www.state.sc.us/911. If you have any questions related to 911 in South Carolina, you may contact E911 Coordination at the Office of Information Resources at 803-737-9616. The person responsible for this can also be found on the 911 homepage. Please be aware that some cities may have their own E911 systems, these are listed on the attached list and on the 911 homepage. These city coordinators will need to be contacted in addition to the county coordinators.

County 911 Contacts

ALPHABETICAL INDEX

The 911 Contacts page is listed in alphabetical order, by county.
Click on the letter that the County begins with to go to that county.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A

Abbeville County - May, Bill
P.O.Box 1010
Abbeville, SC 29620
O 864-459-8501
F 864-459-8304
E-mail E911control@wctel.net

Aiken County - Heath-Callahan, Kate
1680 Richland Ave. W., Suite 130
Aiken, SC 29801
O 803-642-2054
F 803-642-7587

Allendale County - Smith, Mickey
P.O. Box 645
Allendale, SC 29810
O 803-584-3438
F 803-584-7042

Anderson County - Gerry Shealy
P.O. Box 8002
Anderson, SC 29622
O 864-260-4646
F 864-260-4381

B

Bamberg County - Jowers, Jeff
P.O. Box 119
Bamberg, SC 29003
O 803-245-4313

Barnwell County - Angil, John
57 Wall St.
Barnwell, SC 29812
O 803-259-7013
F 803-259-1759

Berkeley County - Powell, Pam
223 N. Live Oak Dr.
Moncks Corner, SC 24961
O 843-719-4052
F 843-719-4111

Beaufort County - Winn, William
P. O. Drawer 1228
Beaufort, SC 29901
O 843-470-3100

F 843-470-3054

C

Charleston County - Morgan, Lisa
4356 Azalea Dr.
North Charleston, SC29405-7477
O 843-745-2321
F 843-745-2324

Cherokee County - Coggins, Delsia
122 Administrative Dr.
Gaffney, SC 29340
O 864-487-2742
F 864-487-2775

Chester County - Lee, Jesse
P.O. Drawer
Chester, SC 29706
O 803-385-5433
F 803-581-2342

Clarendon County - Truluck, John
P.O. Box 486
Manning, SC 29102
O 803-435-9310

Clemson, City of - Young, Arlene
P.O. Box 1566Clemson, SC 29633
O 864-653-2070
F 864-653-2032

Colleton County - McRoy, Barry
119 Benson Street, Suite 200
P.O.Box 2165
Walterboro, South Carolina 29488
O 803-549-1146
F 803-549-6742

D

Darlington County - West, Libby
1625 Harry Byrd Highway
Darlington, SC 29532
O 843-398-4920
F 843-398-4918

Dillon County - Miller, Patricia
PO Box 327Dillon, SC29536-0327
O 843-774-1458
F 843-841-3707

Dorchester County - Dease, Barbara
500 N. Main St.
Summerville, SC 29484
O 843-832-0023
F 843-832-0037

E

Edgefield County - Priest, Linda
127 Courthouse Square
Edgefield, SC 29824
O 803-637-4105
F 803-637-4128

F

Fairfield County - Kirkland, Mike

P.O. Drawer 60
Winnsboro, South Carolina 29180
O 803- 635-4444
F 803-635-4299

Florence County - Matthews, Elizabeth M.
City County Complex
180 Irby Street MSC-G
Florence, SC 29501
O 803-676-8600
F 803-676-8613

G
Georgetown County - Williams, Thomas
PO Drawer 1270
Georgetown, SC29442
O 843-527-7994
F 843-546-7820

Goose Creek, City of - Lieu, Debbie
P.O. Drawer 1768
Goose Creek, South Carolina 29445
O 803-863-5205
F 803-863-5218

Greenville County - Inman, Ralph
Suite 2150
301 University Ridge
Greenville, S.C. 29601
O 864-467-5161
F 864-467-5918

Greenwood County - Crawford, Tina
County Courthouse Room B-12
Greenwood, SC
O 864-942-8576
F 864-942-8671

H
Hampton County - Rushing, Gene
201 Jackson St.,
WestHampton, SC29924
O 803-943-7534
F 803-943-7502

Hanahan, City of - Leudtke, Scott
PO Box 9278
Hanahan, SC 29410
O 843-554-4221 ex165

Horry County - Hardwick, Renee
PO Box 296
Conway, SC 29528
O 843-248-1820
F 843-248-1471

K
Kershaw County - Stropes, Kirk
2521 Broad St.
Camden, SC 29020
O 803-424-4001
F 803-425-7698

L
Lancaster County - Reed, Caroline
PO Box 1809
Lancaster, SC 29721
O 803-285-1969

F 803-416- 9380

Laurens County - Avery, Joey
PO Box 1396 Laurens, SC 29360
O 864-984-0812
F 864-984-0900

Lee County - Conway, Bill
PO Box 309
Bishopville, SC 29010
O 803-484-5341 ext 340
F 803-484-6512

Lexington County -Ellis, Neil
212 S. Lake Dr.
Lexington, SC 29202
O 803-359-8342
F 803-359-0023

M

Marion County - Herndon, Kimberly
PO Box 1091
Marion, SC 29571
O 803-423-8238
F 803-423-8224

Marlboro County - Cooper, Lewis
205 E. Market St.
Bennettsville, SC 29512
O 843-479-5636
F 843-479-9944

N

Newberry County - Barber, Tom
3239 Louis Rich Road
Newberry, South Carolina 29108
O 803-321-2135
F 803-321-2147

O

Oconee County - Pruitt, Steve
415 S. Pine St.
Walhalla, SC 29691
O 864-638-4117
F 864-638-4208

Orangeburg County - Sarjeant, Barbara
P.O. Drawer 9000
Orangeburg, South Carolina 29116-9000
O 803-533-6166
F 803-533-6048

P

Pickens County - Martin, Dana
222 McDaniel Ave. B-11
Pickens, SC 29671
O 864-898-5961
F 864-898-5759

R

Richland County - Byrd, Michael
1410 Laurens Street
Columbia, S.C. 29204
O 803-748-4656 F 803-748-5055

S

Spartanburg County - Jones, ENP, DAVID
PO Box 5666
O 864-596-2050
F 864-595-2382
email: dfjones@spartanburg911.com

Summerville, Town of -
Christie, Joe
100 Civic Center
Summerville, Sc 29483
O 843-871-6000
F 843-871-6954

Sumter County - Chin, Marvin
107 E. Hampton Ave
Sumter, SC 29150
O 803-773-1561
F 803-773-7080

U

Union County - Mitchell, Linda
414 S. Pinckney St.
Union, SC 29379
O 864-429-1642
F 864-429-1622

W

Williamsburg County - Rowell, Victor
205 Thurgood Marshall Blvd.
Kingstree, SC 29556
O 843-354-9330
F 843-354-3534

Y

York County - Howell, Cotton
PO Box 11706
Rock Hill, SC 29731
O 803-329-7270
F 803-324-7420

MEMO OF ACKNOWLEDGEMENT AND UNDERSTANDING BETWEEN COMPANY AND 9-1-1 ENTITY

EXPLANATION SHEET

PURPOSE: Formal standardized exchange of information between the CLECs and the 9-1-1 Entities.

Attachment No. 1 - This attachment is to be filled out by the CLEC.

Provides 9-1-1 related information on the Company's service plan including: Company network; 9-1-1 network interconnection; service areas and offerings; database updates and anticipated commercial service cutover dates.

Attachment No. 2 - This attachment is to be filled out by the CLEC.

Provides name, title and contact numbers for database, billing, service installation/cutover, network operations and 9-1-1 coordination. This information will include 24 hour 7 day emergency contact number and management escalation.

Attachment No. 3 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Contains 9-1-1 Entity provided information for default routing in various types of 9-1-1 call failure conditions or where a customer dials "O" for Operator instead of 911. Includes "default" PSAP designations, Public Switched Network 10 digit "default" PSAP telephone numbers and special routing information that may be required for operation of the 9-1-1 System.

Attachment No. 4 - This attachment is to be filled out by the CLEC.

Provides detailed testing plan for Company's 9-1-1 interconnection prior to live commercial service cutover. Includes test call process for 9-1-1 trunk group to the 9-1-1 tandem, ALI database entries, default routing and calls to an Operator.

Attachment No. 5 - This attachment is to be filled out by the CLEC.

Provides detailed information on procedures to be followed by the company in the case of 9-1-1 trunk group failure, 9-1-1 tandem failure or Company switch isolation from the Public Switched Network.

Attachment No. 6 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides all the information necessary for Company billing and remittance of the 9-1-1 fees. This will include authorizing law or Fee Order; detail on charges and differences between residential, business line and business trunk charges; charging limitations for large customers, if any; administrative fee to be retained by the Company and remittance destination information.

Attachment No. 7 - This attachment is to be filled out by the CLEC.

Details charges involved with providing 9-1-1 service incurred by the Company. These will normally be passed through to the 9-1-1 Entity. Included are Company costs for connecting to the 9-1-1 network, 9-1-1 Network use charges, if any, and 9-1-1 database preparation costs.

Attachment No. 8 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides name, title and contact numbers for database, billing, PSAP operations, 9-1-1 Entity management, and the Lead Telco Representative.

All attachments are necessary for the full exchange of information. Some CLECs may not elect to complete Attachment No. 7 at the time of initial exchange, but reserve for future use.

A Memo of Acknowledgement and Understanding would be completed for each county. Certain attachment information will be different for each county.

Memo of Acknowledgement and Understanding
Between Company and 9-1-1 Entity

This document, together with Attachments 1 through 8, summarizes and acknowledges the establishment of a working relationship between _____ ("Company") and _____ ("the 9-1-1 Entity").

Company

- Will provide local exchange service throughout _____ area starting approximately _____ 199__. See Attachment 1 for 9-1-1 Service Plan.
- Is a Certified Local Exchange Carrier in the State of _____.
- Will be in compliance with all applicable state and local regulations.
- Will provide the 9-1-1 Entity with its contact and escalation list, as set forth in Attachment 2.

Company Network Service

- Has completed an Interconnection Agreement with _____ ("ILEC").
- Has agreed to provide 911 Tandem/Trunking through _____ ("ILEC").
- Has agreed to provide Database Access through _____ ("ILEC").
- Will provide database updates within 24 hours.
- Will use "default" PSAP in case of 9-1-1 network failure and for Operator routing as set forth in Attachment 3.
- Provides a 9-1-1 Test Plan and Disaster Recovery Plan as set forth in Attachments 4 & 5.

Company Billing

- Will bill and remit collected authorized 9-1-1 Emergency Service Fee, less all authorized collection fees, as described in Attachment 6.
- Reserves the right to retain or bill an additional fee for "Network Services" charges, as set forth in Attachment 7 as allowed by tariff and state law.

9-1-1 Entity

- Provides a PSAP, Lead Telco and 9-1-1 Entity contact and escalation list as set forth in Attachment 8.
- Designates the "default" PSAP and default PSAP 10 digit access number for network failure and Operator routing as set forth in Attachment 3.
- Provides Emergency Service Fee information as set forth in Attachment 6.
- Provides Emergency Service Fee remittance and Network Services charge billing name and address in Attachment 6.
- Provides a copy of this Memo of Acknowledgement and Understanding to their lead telco after execution.
- Acknowledges that a working relationship exists with the Company both directly and, as appropriate, through the ILEC.
- Acknowledges that the Company has established network and service preparation plans for the completion of Company customer 911 calls.

The parties agree to update, as necessary, and provide the other party with any revisions, amendments or modifications to the information contained in Attachments 1 through 8.

Company

By: _____

Printed Name: _____

Title: _____

Date: _____

The 9-1-1 Entity

By: _____

Printed Name: _____

Title: _____

Date: _____

Attachment No. 1

Company 9-1-1 Service Plan For 9-1-1 Entity Locations

1. Service Establishment Date: _____
2. Company NXX(s) serving 9-1-1 Entity locations: _____

3. Type services provided:

Business Lines	_____
Residential Lines	_____
ISDN	_____
CENTREX	_____
PBX	_____
Intrastate Toll	_____
_____	_____
_____	_____
_____	_____
4. (Company) Switch:

Location	_____

Type	_____
CLLI Code	_____
5. Tandem(s) connection(s):

To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		
To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		
6. Company 9-1-1 Database input to: _____

7. Company administrative location: _____

Company 9-1-1 Escalation & Contact List

Database & Billing

(Name -- Title -- Telephone #)

- —
- —
- —
- —

Network Operations

24hr Network Management Center (NMC)

NMC

Trouble Reporting Number

800-xxx-xxxx

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

Installation & Operations Management

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

Location General Manager

(Name -- Title -- Telephone #)

- —

9-1-1 Entity Coordination

(Name -- Title -- Telephone #)

- —

9-1-1 Entity Default Routing Designation

For Use By Company

9-1-1 Entity Provided Information

Default PSAP for:

1. ANI/ALI Failure:

PSAP Name _____
Location _____

PSAP ESN #, if known _____

2. Company to 9-1-1 Tandem, trunk group failure:

PSAP Name _____
Location _____

10 Digit Public Switched Network Emergency # for PSAP access: _____

3. Emergency Calls to an Operator (0):

PSAP Name _____
Location _____

10 Digit Public Switched Network Emergency # for PSAP access: _____

4. Other 9-1-1 Entities sharing the same defaults:

9-1-1 Cutover — Operational Tests

E9-1-1 Trunk Group & Emergency Calls to an Operator

The test calls, except default routing, must have the calling address and telephone number in the designated 9-1-1 Database.

Test calls will be made for each Company NXX.

Company will notify each PSAP or 9-1-1 Entity, as appropriate, that is associated with a test call prior to the scheduled test date.

9-1-1 TRUNK TEST

- —
- —
- —
- —
- —
- —
- —
- —
- —

("Detail testing steps")

DEFAULT ROUTE TESTS

ALI Failure

- —
- —
- —
- —
- —

("Detail default route testing steps")

Trunk Failure

- —
- —
- —
- —
- —

("Detail default route testing steps")

Operator Services

- —
- —
- —
- —
- —

("Detail default route testing steps")

9-1-1 Disaster Recovery / Service Restoration Plan

E9-1-1 Trunk Group Failure or 9-1-1 Tandem Failure

In the event of an all trunks to the 9-1-1 tandem failure or a 9-1-1 tandem failure, the following procedure will be used:

- [illegible]

("Detail steps to be taken in the event of failure")

Notification of failure conditions and restoration will be made to the local 9-1-1 agency designated notification point.

All efforts will be made to restore the failure quickly and return to regular 9-1-1 call routing.

Company Switch Isolation

In the unlikely event of complete company switch isolation from the 9-1-1 and Public Switched networks:

- _____
- _____
- _____
- _____
- _____

("Detail steps to be taken in the event of failure")

All efforts will be made to restore the failure quickly and return to regular 9-1-1 call routing.

9-1-1 Fee To Be Billed By Company

FEE AMOUNTS:

The 911 Emergency Service Fee that is charged pursuant to Local Ordinance and/or State Law:

1. Residential: \$ _____ flat fee
-fee applied per each line

2. Business:
Line \$ _____ flat fee
Trunk \$ _____ flat fee

☐ fee applied per line or trunk to all lines and trunks

☐ fee applied per entity, per location, to a maximum of _____ lines and _____ trunks

3. Other Fee related information: _____

4. Fee order copy, if applicable, will be provided to the Company.

REMITTANCE TO 9-1-1 ENTITY:

Payable to: _____

Send to: _____

Contact Person: _____

Telephone Number: _____

Network Service Charges

(As Allowed by Tariff and State Law)

1. Company switch to 9-1-1 tandem facilities . \$xxx/mo.
Description of charges:

2. Interconnect company pass-through charges \$xxx/mo.
Description of charges:

Description of charges: \$xxx/1000 lines

3. Database Input System charges \$xxx/line/mo.
Description of charges:

9-1-1 Entity and ILEC Escalation & Contact List

Database & Billing

- _____ (Name -- Title -- Telephone #)
- _____

PSAP Operations

- _____ (Name -- Title -- Telephone #)
- _____

9-1-1 Entity Management

- _____ (Name -- Title -- Telephone #)
- _____

Lead Telco Representative

- _____ (Name -- Title -- Telephone #)